

**9<sup>th</sup> June 2010**

<b>Job title</b>		Team Manager					
<b>Service Area</b>		<b>Children's Services</b>		<b>Function</b>		<b>Children &amp; Families</b>	
<b>Team</b>	<b>Various</b>		<b>Post number</b>	<b>Various</b>		<b>Grade</b>	<b>LBR 15 (MG4)</b>
<b>Reports to</b>		Service Manager					
<b>Responsible for (include People and resources)</b>		The function includes the operational management of a team of staff managing child care cases and providing Social Care services.					

## Purpose of job

Fundamental to fulfilling the responsibilities of this post is the ability to respond flexibly, positively and successfully to the ever-changing pressures that local authorities face. This Job Description is a guide to the level and range of responsibilities the post holder will be expected to undertake initially. It is neither inclusive nor exclusive and will be changed from time to time to meet changing circumstances and demands.

The development and delivery of an effective, efficient and value for money operational service. Ensuring the effective delivery of high quality children's services in the Redbridge Children & Families Service.

### Major duties and responsibilities

1. To be responsible for the management and ongoing development of services to support Children & Families in delivering and improving services to children and families. This involves personally undertaking policy work, managing the effective local delivery and commissioning of services.
2. Managing operational and support staff in accordance with the Performance Management Leadership Objective.
3. Effective management of a budget. Ensuring that services agreed and provided are delivered according to agreed work plans within available resources.
4. To be responsible for the management of local service development projects including developing and maintaining project timetables.
5. To represent the Head of Service at internal and external meetings.
6. To be responsible for the development and maintenance of good liaison and co-operation with the local community, community groups and other agencies and non-statutory organizations.

7. To prepare and present complex reports for public law child care court proceedings, to oversee the production of such reports to a high standard by members of the team.
8. To ensure that the timescales set out in the Protocol for the Judicial Management of Public Law Child Care Proceedings are met in all Public Law Proceedings.
9. To be responsible for management of complex child care cases, including child protection, children looked after, children in need and as appropriate through Family Proceedings Court and the High Court.
10. To prepare and write complex reports and briefing notes on operational issues for the Head of Service, task forces, external meetings, Council committees and Partnership Boards.
11. To ensure that decision making in all children's matters is undertaken in accordance with legislation, local procedures and best practice.
12. To develop accurate management information systems.
13. To work in partnership to develop jointly commissioned services.
14. To play an integral part in the implementation and development of multi-disciplinary services to children in need and their families in line with government guidance.
15. To develop, in conjunction with other service areas and external agencies, options to support children and their families with assessed need.
16. To contribute to the budget planning process, identifying base budget pressures and opportunities for reducing expenditure.
17. To identify service improvement opportunities, manage their implementation and evaluate the outcomes.

### **Staff Management**

18. To effectively manage a team within the functional unit ensuring that the workforce deliver high quality services across the full range of disciplines.
19. To implement effective performance management for all staff and provide regular support and supervision to directly managed staff.
20. Utilizing performance management procedures ensure that individual performance plans are developed for all staff in a way that reflects Children & Families' priorities.
21. To promote the diversity of the workforce and ensure that equality of opportunity is promoted.
22. To organize staff selection in accordance with equalities legislation, good practice guidance and Council procedures.
23. To manage health and safety within the workplace to ensure the safety of staff, service users and others. Included in this role is the responsibility for safety systems, risk assessments and safety audits.
24. To ensure that the Council's employee communication system is fully implemented and maintained in order that all employees receive appropriate information and that employee feedback is encouraged.

25. To manage the analysis of training needs for groups of staff and contribute to the development of the service area training plan.
26. To work towards maintaining accreditation as an Investors in People organization.

### **Financial Management**

27. To be responsible for the management of the unit budget ensuring that appropriate financial management systems are in place. To ensure that all staff are aware of the work within financial regulations, contract standing orders, agreed procedures and audit advice.
28. To maintain management information systems and provide regular reports identifying trends and proposing solutions where problems are identified.
29. To monitor expenditure against budget and produce regular financial reports in the agreed format.
30. To prepare action plans in response to audit reports and ensure the required action is taken within the agreed timescales.

### **Information Technology**

31. To manage the effective use of the Integrated Children's System – Protocol – and ensure all staff are fully compliant with its use, that steps are taken to protect data integrity and that all users comply with the IT security policy.
32. To personally use the office automation and other software packages provided.
33. To maintain records using database and spreadsheet applications. This will include using Information Systems to input and retrieve data and/or to produce reports.
34. To ensure all staff maximize the opportunities provided by the office automation package and available software.

### **Service Users and Carers**

35. To take lead responsibility for ensuring effective service delivery is achieved and that agreed performance targets are met.
36. To ensure all staff understand how they can contribute to the provision of person centered services and that measurable service improvements are actioned.
37. To ensure effective arrangements are in place so that users and carers have access to interpretation and translation services and information in an accessible format.
38. To ensure systems are in place to investigate and respond to complaints received in accordance with the appropriate complaints procedure.

### **Equality and Diversity**

39. To ensure that equality and diversity considerations in relation to staff and current and potential service users are central to your work, and that the equalities impact of any major projects or initiative is assessed.

## **General**

- 40. To provide cover for the Head of Service in their absence including when necessary, supporting the Emergency Duty Team, community and residential services outside normal office hours.
- 41. To represent or deputise for the Head of Service at his/her request.
- 42. To be smart and presentable at all times in compliance with the current dress code.
- 43. Any other duties appropriate to this area of work and consistent with the level of the post, as may from time to time be required.

## **Corporate**

- 44. To contribute to the corporate delivery of Redbridge Council's vision, core values and goals, providing a clear sense of direction and purpose.
- 45. To work with other officers and elected members to develop service direction and the priorities of the partner organizations and secure their implementation.
- 46. Through personal example, commitment and clear action, to value and celebrate the rich diversity of the community in Redbridge, ensuring equality of access and treatment in employment and service delivery.
- 47. To ensure service users and carers play an active part in the development of services.
- 48. To play a key role in developing and maintaining a positive culture in which multi-disciplinary working and service user involvement can flourish.

--	--	--	--	--	--

## PERSON SPECIFICATION

Job Title		Team Manager			
Service Area		Children's Services		Function	Children & Families
Team	Various	Post number	Various	Grade	LBR 15 (MG4)
<i>Method of candidate assessment: A = Application Form      I = Interview      T = Test</i> <i>Weighting: 3 = most important, 2= least important</i>					
Selection Criteria				A - I - T	Weighting
<b>Education and Qualifications:</b>					
1. Recognised Social Work qualification essential i.e. CQSW, DipSW, CSS or CCETSW approved equivalent, BA Hons Social Work or other relevant degree in Social Work.				A	3
2. Health and Care Professionals Council (HCPC) registration.				A	3
<b>Experience:</b>					
3. Significant operational experience within a Social Care setting.				A-I	3
4. Experience of working and managing within a changing environment including experience of successfully managing change in large organisations.				A-I-T	3
5. Experience of influencing service provision and commissioning in partner agencies.				I	2
6. Evidence of success in promoting and implementing equal opportunity policies and practices in respect of employment and service delivery.				A-I	3
7. Experience of decision making in relation to public law childcare proceedings and representing the local authority in care proceedings.				A-I	3

<b>Skills:</b>					
	1. The ability to communicate and effectively influence others at all levels and across a variety of professional groups and organisations.	A-I-T	3		
	2. The ability to evaluate and analyse information and make decisions in circumstances where issues are not clear-cut.	A-I	3		
	3. Interpersonal skills with the ability to quickly form effective working relationships.	I	2		
	4. To be able to develop and communicate a strategic vision for services to children and their families.	A-I-T	2		
	5. Leadership skills with the ability to meet operational objectives through service planning, setting priorities, innovation, delegation, problem solving and execution of planning, monitoring and performance management processes.	A-I-T	3		
<b>Knowledge:</b>					
	1. Thorough understanding of the legislative framework that directly affects the provision of services to children and young people.	A-I-T	3		
	2. An understanding of the Government's change agenda as this applies to the delivery of children's services.	A-I	2		
	3. A detailed understanding of the principles of cost centre management and budgetary planning control.	A-I	2		
	4. An understanding of the needs of children at risk of social exclusion, in need, in need of protection, those who are looked after or are otherwise living away from home and those who have disabilities.	A-I	3		
	5. A detailed understanding of the issues involved in making decisions about how best to safely support families and to prevent the need for children to become looked after.	A-I	3		
<b>Other job requirements:</b>					
	An ability to work flexibly and outside of normal office hours.	I	3		